

ILLINOIS COMMERCE COMMISSION

ILLINOIS
COMMERCE COMMISSION

ORIGINAL

2003 MAY 23 A 10:22
(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

CHIEF CLERK'S OFFICE

Docket No.

03-0350
ICC Office Use Only

Please provide the appropriate information in the () areas in the heading below.

GRID4 COMMUNICATIONS

Application for a certificate of
(local or interexchange) authority
to operate as a (reseller or facilities
based carrier) of telecommunications
services in (list specific area) in the
State of Illinois.

APPLICATION FOR CERTIFICATE TO BECOME A TELECOMMUNICATIONS CARRIER (Use additional sheets as necessary.)

GENERAL INFORMATION

1. Applicant's Name(including d/b/a, if any)

FEIN # 38-3616772

GRID4 COMMUNICATIONS INC.

Address: Street 2755 BUCKINGHAM

City BIRMINGHAM State/Zip MICHIGAN 48009

2. Authority Requested: (Mark all that apply) ☐ 13-403 Facilities Based Interexchange

☒ 13-404 Resale of Local and/or Interexchange

☒ 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

☒ Part 710 Uniform System of Accounts for Telecommunications Carriers

☒ Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits,
Termination of Service and Issuance of Telephone Directories for
Local Exchange Telecommunications Carriers in the State of Illinois

X Section 735.180 Directories

 Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
 - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
 - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
 - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.
5. In what area of the state does the Applicant propose to provide service?

SBC SERVING AREAS WITHIN THE STATE OF ILLINOIS

6. Please attach a sheet designating contact persons to work with Staff on the following:

- 1-888 issues related to processing this application
MICHAEL T. HOPKINS, DIRECTOR OF BUSINESS DEVELOPMENT GRID4 COMMUNICATIONS. MIKE CAN BE CONTACTED BY CALLING TOLL FREE (888) 474-3444, MONDAY THRU FRIDAY 8AM-5PM EASTERN STANDARD TIME.
- 1-889 consumer issues
JOHN SANDERSON, CUSTOMER CARE MANAGER GRID4 COMMUNICATIONS. JOHN CAN BE CONTACTED BY CALLING TOLL FREE (888) 474-3444 , 24X7.
- 1-890 customer complaint resolution
MARC HOPKINS, INFORMATION TECHNOLOGY MANAGER GRID4 COMMUNICATIONS. MARC CAN BE CONTACTED BY CALLING TOLL FREE (888) 474-3444, MONDAY THRU FRIDAY 8AM-5PM EASTERN STANDARD TIME.
- 1-891 technical and service quality issues
JOHN SANDERSON, CUSTOMER CARE MANAGER GRID4 COMMUNICATIONS. JOHN CAN BE CONTACTED BY CALLING TOLL FREE (888) 474-3444 , 24X7.
- 1-892 "tariff" and pricing issues
MICHAEL T. HOPKINS, DIRECTOR OF BUSINESS DEVELOPMENT GRID4 COMMUNICATIONS. MIKE CAN BE CONTACTED BY CALLING TOLL FREE (888) 474-3444, MONDAY THRU FRIDAY 8AM-5PM EASTERN STANDARD TIME.
- 1-893 9-1-1 issues
MICHAEL T. HOPKINS, DIRECTOR OF BUSINESS DEVELOPMENT GRID4 COMMUNICATIONS. MIKE CAN BE CONTACTED BY CALLING TOLL FREE (888) 474-3444, MONDAY THRU FRIDAY 8AM-5PM EASTERN STANDARD TIME.
- 1-894 security/law enforcement
C. CHRISTOPHER HOPKINS, CEO GRID4 COMMUNICATIONS. CHRIS CAN BE CONTACTED BY CALLING TOLL FREE (888) 474-3444, MONDAY THRU FRIDAY 8AM-5PM EASTERN STANDARD TIME.

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

C. CHRISTOPHER HOPKINS, CEO (PRESIDENT)
2755 BUCKINGHAM, BIRMINGHAM MI 48009
248-649-9444 CHRIS@GRID4.COM

MARC HOPKINS, INFORMATION TECHNOLOGY MANAGER
2755 BUCKINGHAM, BIRMINGHAM MI 48009
248-649-9444 MARC@GRID4.COM

JOHN SANDERSON, CUSTOMER CARE MANAGER
2755 BUCKINGHAM, BIRMINGHAM MI 48009
248-649-9444 JOHN@GRID4.COM

MICHAEL T. HOPKINS, DIRECTOR BUSINESS DEVELOPMENT
2755 BUCKINGHAM, BIRMINGHAM MI 48009
248-649-9444 MIKE@GRID4.COM

7. Please check type of organization?

☐ Individual ☒ Corporation
☐ Partnership Date corporation was formed JULY 31, 2001
In what state? MICHIGAN
☐ Other (Specify)

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.
SEE ATTACHMENT

9. List jurisdictions in which Applicant is offering service(s).

MICHIGAN (SBC SERVING REGIONS)

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

☐ YES (Please provide details) ☒ NO

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

☐ YES ☒ NO

If YES, describe fully.

12. Has Applicant provided service under any other name?

☐ YES ☒ NO

If YES, please list.

13. Will the Applicant keep its books and records in Illinois? ☒ YES ☐ NO

If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

MANAGERIAL

MARC HOPKINS, INFORMATION TECHNOLOGY MANAGER
2517 MANCHESTER, BIRMINGHAM MI 48009
248-643-6910 MARC@GRID4.COM

JOHN SANDERSON, CUSTOMER CARE MANAGER
7079 OAKRIDGE DRIVE, YPSILANTI MI 48197
734-484-6119 JOHN@GRID4.COM

MICHAEL T. HOPKINS, DIRECTOR BUSINESS DEVELOPMENT
11072 MATTHEW LANE, HARTLAND MI 48353
810-632-4991 MIKE@GRID4.COM

7. Please check type of organization?

☐ Individual ☒ Corporation
☐ Partnership Date corporation was formed JULY 31, 2001
In what state? MICHIGAN
☐ Other (Specify)

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.
SEE ATTACHMENT

9. List jurisdictions in which Applicant is offering service(s).

MICHIGAN (SBC SERVING REGIONS)

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

☐ YES (Please provide details) ☒ NO

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

☐ YES ☒ NO

If YES, describe fully.

12. Has Applicant provided service under any other name?

☐ YES ☒ NO

If YES, please list.

13. Will the Applicant keep its books and records in Illinois? ☒ YES ☐ NO
If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

C. CHRISTOPHER HOPKINS IS THE PRESIDENT AND CEO OF GRID4 COMMUNICATIONS. CHRIS PRIOR TO STARTING GRID4 WAS THE EXECUTIVE VICE PRESIDENT OF COAST TO COAST TELECOMMUNICATIONS IN CHARGE OF ALL OPERATIONS OF THE COMPANY. CHRIS'S LEADERSHIP ABILITY COMES FROM WEYTH A FORTUNE 100 COMPANY WHERE HE WAS IN CHARGE OF A EAST COAST REGION.

MARC HOPKINS WAS EMPLOYED BY COAST TO COAST TO MANAGE THE INFORMATION TECHNOLOGY DIVISION OF THE COMPANY. HIS RESPONSIBILITIES INCLUDED CUSTOMER CARE MANAGEMENT AND IP TRANSIT MANAGEMENT.

JOHN SANDERSON WAS EMPLOYED BY COAST TO COAST AS A SALESMAN AND PROMOTED TO CUSTOMER CARE ADVOCATE WHERE HE WAS RESPONSIBLE FOR DIRECT CONTACT WITH PROVISIONING CUSTOMER ORDERS AND THE CLIENTS.

MICHAEL T. HOPKINS IS THE DIRECTOR OF BUSINESS DEVELOPMENT GRID4 COMMUNICATIONS. MIKE WAS EMPLOYED BY COAST TO COAST TELECOMMUNICATIONS FOR 3 YEARS. DURING THAT TIME MIKE WAS PROMOTED 4 TIMES STARTING IN SALES TO MAJOR ACCOUNTS TO SENIOR ACCOUNTS AND IN CHARGE OF NATIONAL ACCOUNTS. IN MIKE'S FINAL YEAR HE WAS IN CHARGE OF TARIFF ISSUES AND REGULATION (FCC & MPSC).

15. List officers of Applicant.

C. CHRISTOPHER HOPKINS

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? _____ YES X NO

If YES, list entity. _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

GRID4 COMMUNICATIONS INVOICES CUSTOMERS IN AN INDUSTRY ACCEPTED FORMAT. THIS FORMAT SUMMARIZES LOCAL SERVICES CHARGES, INCLUDING LOCAL CALLS, TOLL CALLS, LONG DISTANCE CALLS INTERNATIONAL CALLS, CALLING CARD CALLS AND TAXES. GRID4'S CURRENT BILL PROVIDES DETAIL ON A PER CALL BASIS FOR DATE, TIME, DESTINATION, DURATION AND COST TO END USER FOR LOCAL TOLL, LONG DISTANCE, INTERNATIONAL AND CALLING CARD CALLS. EACH USER RECEIVES A MONTHLY INVOICE FOR SERVICES RENDERED BY GRID4.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

A TOLL FREE 24X7 800 NUMBER IS MADE AVAILABLE TO ALL GRID4 CUSTOMERS. SERVICE AND REPAIR ISSUES ARE ADDRESSED AND RESOLVED BY OUR 24X7 CUSTOMER CARE. BILLING ISSUES ARE ADDRESSED AND RESOLVED DURING REGULAR BUSINESS HOURS OF 8AM TO 6PM EST. IF THE ISSUE CANNOT BE RESOLVED IN 4 HOURS IT IS ESCALATED TO A SUPERVISOR WHO HAS 1 HOUR TO RESOLVE ISSUE. IF CUSTOMERS CONCERN REMAINS UNRESOLVED, THIS ISSUE IS ESCALATED TO A DEPARTMENT DIRECTOR. THE DIRECTOR WILL PERSONALLY CONTACT THE CUSTOMER FOR RESOLUTION. IF SATISFACTION IS UNATTAINABLE THE CUSTOMER MAY FILE A FORMAL COMPLAINT WITH GRID4. AN OFFICER OF GRID4 REVIEWS ALL FORMAL COMPLAINTS. THE PURPOSE OF THIS REVIEW IS (1) PROFESSIONALLY ADDRESS CUSTOMER CONCERNS IN HOPE OF RESOLVING ISSUE ILLUSTRATED IN COMPLAINT, (2) ASSESS INTERNAL QUALITY CONTROL FOR PROVISIONING OF SERVICE BY GRID4 AND (3) ASSESS INTERNAL QUALITY CONTROL FOR CUSTOMER CARE STANDARDS AND PERFORMANCE REGARDING SAID ISSUE. PERFORMANCE AND QUALITY CONTROL ARE PART OF ROUTINE OPERATIONS AT GRID4. CASE STUDIES ARE ILLUSTRATED AT DEPARTMENT MEETINGS. IN ADDITION, GRID 4 WILL COMPLY WITH ANY ICC RECOGNIZED METHOD OR PROCEDURE FOR THE ABOVE MENTIONED ISSUES.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company?

1-888-374-3444 (888-GRID444)

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

GRID4'S POLICY IS THAT PROVISIONING WILL NOT PROCESS ORDERS TO CONVERT A CUSTOMER WITHOUT A SIGNED LETTER OF AGENCY PROPERLY DATED BY A OFFICER OF THE CORPORATION, OR A PERSON GRANTED AUTHORITY TO MAKE SUCH DECISION WITHIN SUCH COMPANY. THE ORDER FLOW IS SENT TO A CUSTOMER ADVOCATE TO CONTACT CUSTOMER. THE ASSIGNED CUSTOMER ADVOCATE VERIFIES ORDER WITH CUSTOMER FOR ACCURACY. THE ORDER IS THEN SENT TO PROCESSING FOR CONVERSION.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

☒ YES ☐ NO (If no, please provide an explanation.)

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES ☐ NO

FINANCIAL *Grid 4 has provided a copy of its financial information to the Commission.*

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☐ YES ☒ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

If NO, which facility provider(s)'s services does the Applicant intend to use?

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

LOCAL SWITCHING SERVICE, LOCAL TOLL, LONG DISTANCE, DATA SERVICE, OPERATOR ASSISTED AND DIRECTORY ASSISTANCE

28. Will technical personnel be available at all times to assist customers with service problems?

☒ YES ☐ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? ☒ YES ☐ NO

✓ 
(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.

OATH

State of Michigan
County of Oakland)ss

Charles Christopher Hopkins makes oath and says that he is President & CEO
(Insert here the name of affiant) (Insert the official title of the affiant)
of BRID 4 Communications, Inc.
(Insert here the exact legal title or name of the Applicant)

that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

C Hopkins
(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/ Wendy Paczas
(Title of person authorized to administer oaths)

in the State and County above named, this 22nd day of May 2003

Wendy Paczas
(Signature of person authorized to administer oath)

WENDY PACZAS
Notary Public, Oakland County, MI
My Commission Expires Feb. 21, 2006